

Facilities Management

Inland Empire/Desert Region (Riverside and San Bernardino counties)

This workforce demand report uses state and federal job projection data developed before the economic impact of COVID-19. The COE is monitoring the situation and will provide more information as it becomes available. Please consult with local employers to understand their current employment needs.

Summary

- Administrative services and facilities managers are projected to have 265 annual job openings, increasing employment by 8% through 2025.
- This occupation's 25th percentile hourly earnings are \$33.51 per hour, above the regional \$24.36 per hour self-sustainable earnings standard for a single adult with one child.
- One regional community college offers a program titled "facilities management." Due to limitations in reporting award data, it is not possible to determine the number of completers from this program.
- The Centers of Excellence recommends developing a facilities management program. For more information, see the [recommendation section](#).

Introduction

This report aims to quantify regional supply and demand related to facilities managers in the Inland Empire/Desert Region. Facility management is a profession that encompasses multiple disciplines to ensure functionality, comfort, safety, productivity, and efficiency of facilities, accounting for 10 to 25 percent of total indirect spending for companies with distributed operations (IFMA, 2020; Adhikari et al., 2019). According to Research and Markets, the global facility management market was estimated at \$1.4 trillion in 2020 and is expected to grow to \$3 trillion by 2027, growing by a compounded annual growth rate of 11.3% over this timeframe (Research and Markets, April 2021). The 11 core competencies of facility management, established by the International Facility Management Association (IFMA), include communication, finance and business, operations and maintenance, performance and quality, risk management, occupancy and human factors, project management, facility information management & technology management, sustainability, leadership and strategy, and real estate (IFMA, 2021). The facility manager competencies are best captured by the occupation, administrative services and facilities managers, displayed on the following page.

Administrative Services and Facilities Managers (11-3011)

Plan, direct, or coordinate operations and functionalities of facilities and buildings. May include surrounding grounds or multiple facilities of an organization's campus. Plan, direct, or coordinate one or more administrative services of an organization, such as records and information management, mail distribution, and other office support services.

Sample job titles: Facilities Manager, Building Manager, Facilities Coordinator, Facilities Director, Maintenance Manager, Operations Administrator

Entry-Level Educational Requirement: Bachelor's degree

Training Requirement: None

Work Experience: Less than five years

Percentage of incumbent workers with a Community College Award or Some Postsecondary Coursework: 35%

Administrative services and facilities managers is a newly developed occupational code that contains the 2018 Standard Occupational Classification System (SOC) occupations Administrative Services Managers (11-3012) and Facilities Managers (11-3013) (U.S. Bureau of Labor Statistics, March 31, 2021). Please note that administrative and facilities managers' labor market data may overstate demand for facilities managers alone since this occupation combines two distinct job roles that share similar knowledge, skills, and abilities but work in different environments.

Job Counts and Projections

In 2020, there were 2,871 administrative services and facilities manager jobs in the region. Employment for this occupation is expected to grow by 8% through 2025 and have 265 annual job openings. Exhibit 1 displays the job counts, five-year projected job growth, job openings, and the share of incumbent workers age 55 years and greater in the region.

Exhibit 1: Five-year projections, 2020-2025

2020 Jobs	2025 Jobs	5-Yr % Change (New Jobs)	5-Yr Openings (New + Replacement Jobs)	Annual Openings (New + Replacement Jobs)	% of workers age 55+
2,871	3,091	8%	1,325	265	35%

Source: Emsi 2021.3

A search of online job advertisements over the last 12 months for facilities manager jobs was conducted to reveal the details about the employers seeking these workers, including the time it takes to fill positions, earnings information, in-demand skills, education requirements, and certifications. Online job ads were limited to positions requiring "facility maintenance" skills and excluded patient care workers in the health care industry to ensure program-relevant results. Over the previous 12 months, there were 108 job advertisements for facilities managers posted in the region.

Exhibit 2 shows the number of regional job ads posted during the last 12 months and the average time to fill this job in the region and California. On average, regional employers fill online job advertisements for facilities managers within 36 days, three days shorter than the statewide average time to fill.

Exhibit 2: Job ads and time to fill

Job Ads	Regional Average Time to Fill (Days)	Statewide Average Time to Fill (Days)
108	36	40

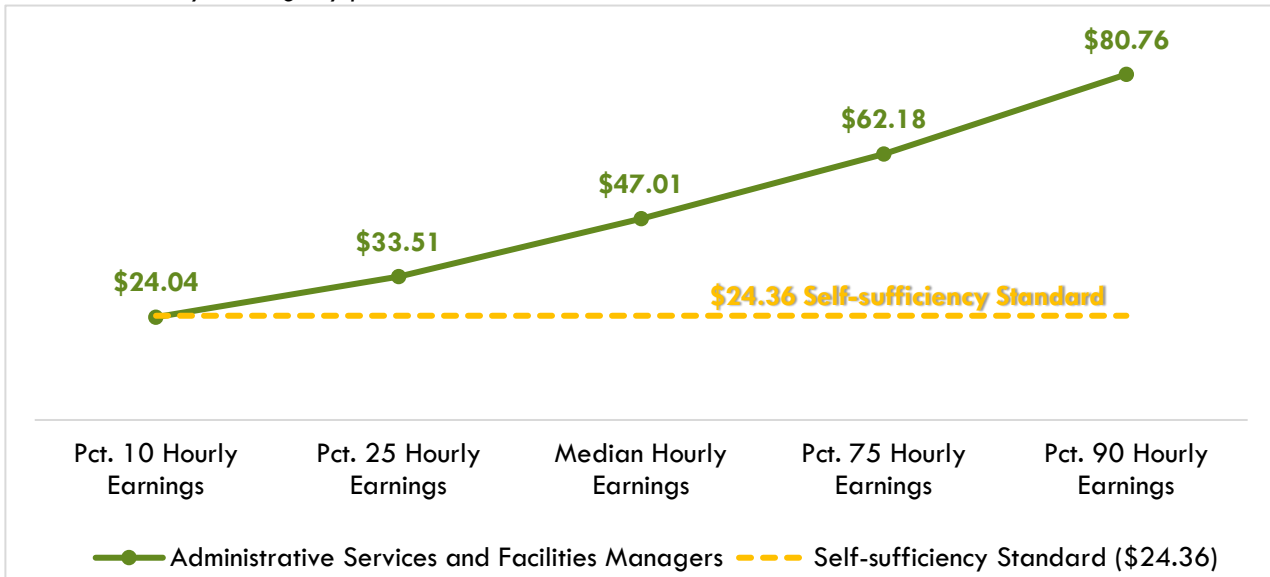
Source: Burning Glass – Labor Insights

Earnings and Benefits

Community colleges should ensure their training programs lead to employment opportunities that provide self-sustainable income. The University of Washington estimates that a self-sufficient hourly rate for a single adult with one school-age child is \$24.36 per hour or \$51,452 annually in Riverside County; \$23.73 per hour or \$50,119 annually in San Bernardino County (Pearce, 2021). For this study, the higher hourly earnings requirement in Riverside County is adopted as the self-sufficiency standard for the two-county region.

The 25th percentile hourly earnings for administrative services and facilities managers exceeds the self-sustainability standard, indicating that 75% of workers earn a self-sustainable hourly rate. Exhibit 3 displays the hourly earnings for administrative services and facilities managers.

Exhibit 3: Hourly earnings by percentile



Source: Emsi 2021.3

Benefits information, typically provided by the California Labor Market Information Division's occupational guides, is not available for administrative services and facilities managers (Detailed Occupational Guides, 2021).

Advertised Salary from Online Job Ads

Exhibit 4 displays online job ad salary data for facilities managers over the last 12 months. Online job ad salary information reveals that employers are willing to pay facilities managers an average annual salary of \$62,000 annually, above the region's \$51,452 annual (\$24.36 hourly) self-sufficiency standard. Consider the salary information with caution since only 41% (44 out of 108) of online job advertisements for this occupation provided salary information. The salary figures are prorated to reflect full-time, annual earnings status.

Exhibit 4: Advertised salary information

Number of job ads	Real-Time Salary Information				Mean Real-Time Salary
	Less than \$35,000	\$35,000 to \$49,999	\$50,000 to \$74,999	More than \$75,000	
44	5%	32%	39%	25%	\$62,000

Source: Burning Glass – Labor Insights

Employers, Skills, Education, and Work Experience

Exhibit 5 displays the employers that posted three or more job ads for administrative services and facilities managers in the region over the last 12 months. Showing employer names may provide some insight into where students may find employment after completing a program.

Exhibit 5: Employers posting the most job ads for facilities managers

Top Employers	Job Ads
San Manuel Casino	10
Firstservice Residential	7
East Incorporated	4
All other employers	87
Total	108

Source: Burning Glass – Labor Insights

Exhibit 6 lists a sample of specialized and employability skills employers' seek when looking for workers to fill facilities manager positions. Specialized skills are occupation-specific skills that employers request for industry or job competency. Employability skills are foundational skills that transcend industries and occupations; this category is often referred to as "soft skills." The skills requested in job ads may be utilized to guide curriculum development.

Exhibit 6: Sample of in-demand skills from employer job ads

Specialized skills (n=89)	Employability skills
<ul style="list-style-type: none"> Budgeting Repair Scheduling 	<ul style="list-style-type: none"> Communication Skills Microsoft Office Planning

Source: Burning Glass – Labor Insights

According to the Bureau of Labor Statistics, approximately 35% of incumbent workers in this field hold a community college-level of educational attainment; "some college, no degree" and an "associate degree." Online job advertisements indicate that the majority (63%) of employers seeking facilities managers sought candidates with a bachelor's degree or higher. Exhibit 7 displays the typical entry-level education, educational attainment, and minimum advertised education requirements for facilities managers.

Exhibit 7: Typical entry-level education, educational attainment, and minimum advertised education requirements

Typical Entry-Level Education Requirement	CC-Level Educational Attainment*	Number of Job Ads	Real-Time Minimum Advertised Education Requirement		
			High school or vocational training	Associate degree	Bachelor's degree or higher
Bachelor's degree	35%	108	57%	14%	29%

Source: Emsi 2021.3, Burning Glass – Labor Insights

*Percentage of incumbent workers with a Community College Award or Some Postsecondary Coursework

Certifications

Of the 43 job postings with certification information, about 19% (8 ads) sought individuals with their Certified Facility Manager (CFM) certification from the International Facility Management Association (IFMA). The CFM certification is for working professionals who are looking to demonstrate their knowledge of facilities management. The CFM eligibility requirements include five years of work experience and any level of education or a bachelor's and three years of work experience in addition to an ethics exam (IFMA, 2021). Please visit the IFMA website for more information regarding the CFM certification: <https://www.ifma.org/credentials/overview/> (IFMA, 2021).

Student Completions for Programs

Chaffey College is the only regional community college to offer a facilities management program. Chaffey offers an associate degree and a certificate that requires "16 to less than 30-semester units" in the facilities management program. Chaffey's facilities management program is listed under the logistics and material transportation (TOP 0510.00) program code. Chaffey has a supply chain management program that also utilizes the logistics and material transportation TOP code. Over the last three academic years, between 2017 and 2020, Chaffey's logistics and material transportation programs issued ten (10) awards annually.

While utilizing CCCCCO tools to compare MIS Data Mart and COCI data, typically allows awards listed under the same TOP code to be disaggregated based on the number of units the certificate required, Chaffey's logistics and materials transportation programs share certificate unit requirements and, therefore, award data cannot be disaggregated. The program description for Chaffey's facilities management program, which may be helpful in program development, is displayed below (Chaffey College, p. 209):

Facility management is a profession that encompasses multiple disciplines to ensure the functionality of the built environment by integrating people, place, process and technology. Core competencies for a facility manager include communication, emergency preparedness and business continuity, environmental stewardship and sustainability, finance and business, human factors, leadership and strategy, operations and maintenance, project management, quality, real estate and property management, and technology. Coursework on these core competencies, combined with a general education pattern will prepare the student with a base of knowledge that will enhance communication skills, critical thinking skills, global awareness and career and personal development.

Recommendation for Facilities Management Programs

Administrative and services and facilities manager employment is expected to increase by 8% through 2025, with 265 annual job openings. This occupation's 25th percentile hourly earnings exceed the regional self-sustainability rate, indicating 75% of workers in the field earn a self-sustainable level of income. Please note that administrative and facilities managers' labor market data may overstate demand for facilities managers alone since this occupation combines two distinct job roles that share similar knowledge, skills, and abilities but work in different environments.

Over the last 12 months, there were 108 job advertisements listed for facilities managers in the Inland Empire/Desert Region. The average advertised salary was \$62,000, above the \$51,452 regional self-sufficiency standard.

The logistics and materials transportation (0510.00) program offered at Chaffey College has issued ten (10) awards annually over the last three academic years. Please note that these awards are spread across supply chain management and facilities management programs.

The Centers of Excellence recommends developing a facilities management program due to the job advertisement demand and high earnings associated with the occupation facilities managers. Colleges considering this program should partner with applicable employers to document their demand for facilities managers and the skills needed for students to earn self-sustainable earnings after exiting the program.

Contact

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Appendix: Methodology

Job advertisement data is limited to the information provided by employers and the ability of artificial intelligence search engines to identify this information. Additionally, preliminary calculations by Georgetown Center on Education and the Workforce found that "just 30 to 40 percent of openings for candidates with some college or an associate degree, and only 40 to 60 percent of openings for high school diploma holders appear online" (Carnevale et al., 2014). Online job advertisements often do not reveal employers' hiring intentions; it is unknown if employers plan to hire one or multiple workers from a single online job ad or collect resumes for future hiring needs. A closed job ad may not be the result of a hired worker.

Table 1. 2020 to 2025 job growth, wages, entry-level education, training, and work experience required for administrative services and facilities managers in the Inland Empire/Desert Region (Riverside and San Bernardino counties combined)

Occupation (SOC)	2020 Jobs	5-Year Change (New Jobs)	5-Year % Change (New Jobs)	Annual Openings (New + Replacement Jobs)	Entry-Experienced Hourly Wage (10 th to 90 th percentile)	Median Hourly Wage (50 th percentile)	Average Annual Earnings	Entry-Level Education & On-The-Job-Training	Work Experience Required
Administrative Services and Facilities Managers (11-3011)	2,871	220	8%	265	\$24.04 to \$80.76	\$47.01	\$103,600	Bachelor's degree & None	Less than 5 years

Source: Emsi 2021.3